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April 8, 2021

Eugene Krukas, Esq.  
Eugene Krukas, PLLC  
2704 Grand Avenue, Suite 4  
Bellmore, NY 11710

RE: [REDACTED]  
Service Request: [REDACTED]  
2020 Cadillac XT6  
Vehicle Identification Number: [REDACTED]  
Customer Relationship Specialist: Deanna

Dear Mr. Krukas,

We are disappointed to hear that your client(s) is dissatisfied with his vehicle and that dealer attempts to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide our customers, and we apologize for any inconvenience and frustration your client(s) may have experienced.

In an effort to resolve this matter and reinforce GM's commitment to its customers, GM is presenting your client(s) this settlement offer:

- A cash settlement of \$ 10,000.00.
- This offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon GM's receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to establish proof of ownership.
- Your client(s) would retain the vehicle.

If this settlement offer is acceptable to your client(s), please have your client(s) sign and date this letter (below) and return to me. This settlement offer will remain open for 10 calendar days from the date of this letter. If your client(s) do not accept this offer, we ask that you contact us to confirm the rejection.

This settlement offer is expressly contingent upon GM receiving a completed, signed W-9, with your Federal Tax ID. Failure to return the W-9 will delay the resolution of this matter. To assist in ensuring the security of the W-9 information, email the completed W-9 form to GM separately from all other settlement documents. A blank W-9 form and instructions for completing it are available at [www.irs.gov](http://www.irs.gov).

If you have any questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

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Odometer

---

Client's Signature

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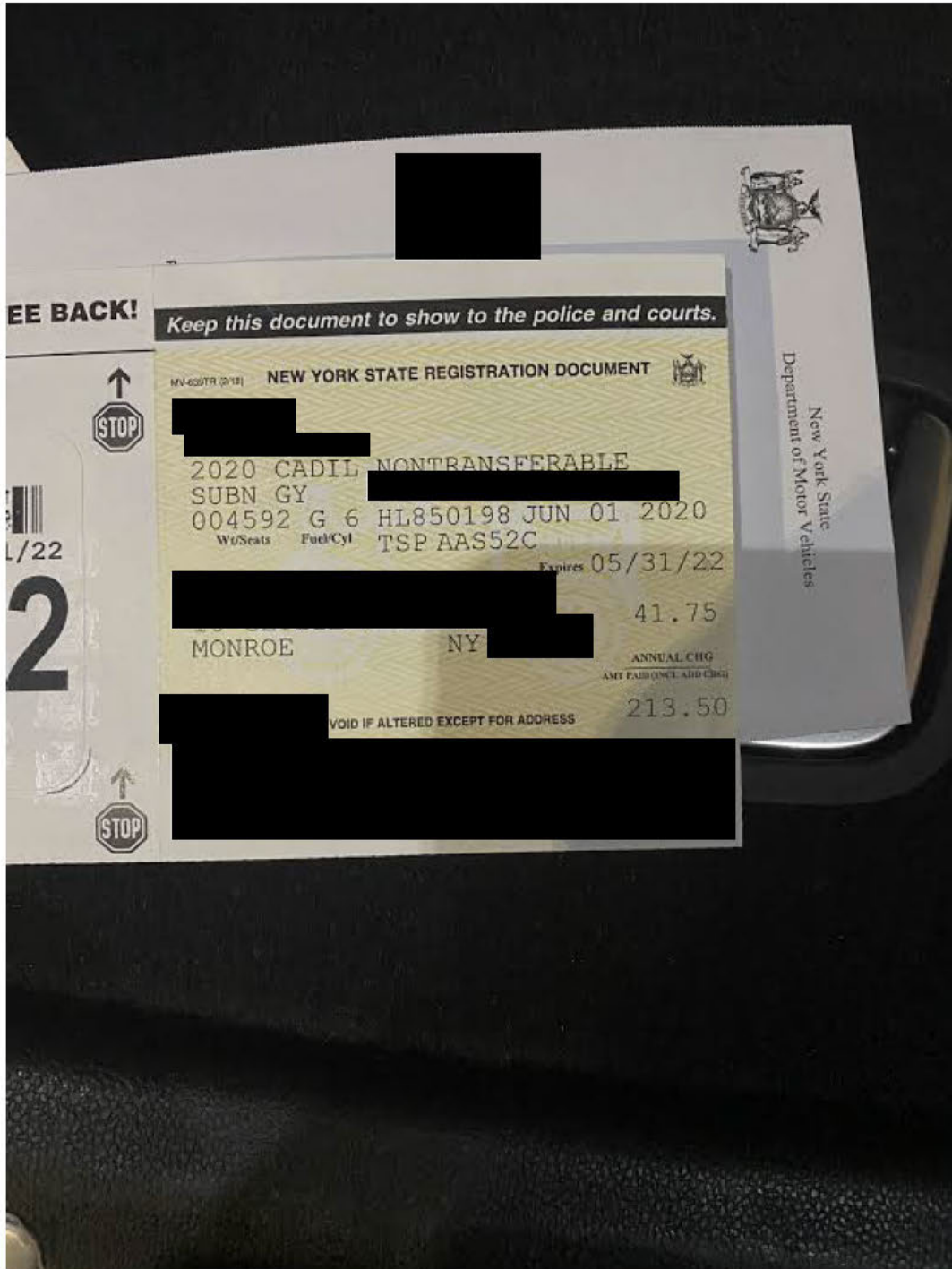
Date

---

Client's Signature

---

Date





GM FINANCIAL LEASING

P.O. BOX 183623  
Arlington, TX 76096-3623

[REDACTED]  
MONROE NY [REDACTED]

[REDACTED]



GM FINANCIAL LEASING

P.O. BOX 183623  
Arlington, TX 76096-3623

[REDACTED]  
MONROE, NY [REDACTED]

**Date:** July 27, 2021

**Account:** [REDACTED]

**Vehicle:** 2020 CADILLAC XT6

**VIN:** [REDACTED]

Thank you for your inquiry about the purchase option on the above leased vehicle.

The purchase option amount on the above vehicle is \$51,501.97. This purchase amount is good through August 6, 2021 and is subject to change if the purchase amount expires, changes to the account payment history occur or any fees or taxes are assess to the account.

Please forward the purchase amount including the account number to:

**Regular Mail:**

Attention: Payment Processing  
P.O. Box 99605  
Arlington, Texas 76096

**Overnight Mail:**

Attention: Payment Processing  
4100 Embarcadero Drive  
Arlington, Texas 76014

Enclosed with the purchase amount, please include the attached odometer statement including instructions regarding title and registration.

For questions, please send us a secure message 24/7 through MyAccount or through our mobile app. You can send us a message anytime, anywhere and then go about your day and we'll respond during normal business hours. The mobile app is available in the App Store® or Google Play™ Store by searching for "GM Financial." Or, you can text\* LEASE END to 53721 or reach out to us by phone at 1-800-284-2271.

\*There is no charge from GM Financial, but message and data rates may apply.

**Hours of Operation:**

Monday – Friday: 7:00 AM –7:00 PM CT  
Saturday: 9:00 AM –1:00 PM CT

Sincerely,

GM Financial  
Customer Service Department

[REDACTED]



## Vehicle Assignment of Title Damage Disclosure

Section A: Dealer Information					
Name:		Dealer Number:			
Street Address:					
City:		State:		Zip:	
Section B: Customer & Account Information					
Name:		Account #:			
Section C: Vehicle Information					
Year:		Make:		Model:	
VIN:		Odometer:		Date:	
Section D: Damage Disclosure Acknowledgment					
<i>Please mark the appropriate box or boxes below for the applicable title state:</i>					
<b>IOWA</b>	I have knowledge that this motor vehicle sustained damage for which the cost of repair exceeded 50% of the fair market value before it became damaged. <input type="checkbox"/> Yes <input type="checkbox"/> No				
<b>MINNESOTA</b>	Damage Disclosure Statement. To the best of my knowledge, this vehicle <input type="checkbox"/> HAS <input type="checkbox"/> HAS NOT (Check One) sustained damage, exclusive of any costs to repair, replace, or reinstall air bags and other components that were replaced due to deployment of air bags, in excess of 70 percent actual cash value.				
<b>NORTH CAROLINA</b>	To my knowledge the vehicle described herein: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Has been involved in a collision or other occurrence to the extent that the cost to repair exceeds 25% of fair market value.				
<b>NEW YORK</b>	I certify, to the best of my knowledge, this vehicle <input type="checkbox"/> HAS <input type="checkbox"/> HAS NOT been wrecked, destroyed or damaged to such an extent that the total estimate or actual cost of parts and labor to rebuild or reconstruct the vehicle to the condition it was in before an accident, and for legal operation on the road or highways, is more than 75% of the retail value of the vehicle at the time of loss. (Checking the "has" box means that the vehicle must have an anti-theft examination before being registered and that the title issues will have the statement "Rebuilt Salvage: NY" on it.)				
<b>SOUTH DAKOTA</b>	Damage – Answer both questions: (1) The vehicle sustained damage in excess of \$5,000 in any single occurrence while I have owned the described vehicle. <input type="checkbox"/> Yes <input type="checkbox"/> No; (2) At the time I acquired the vehicle, the vehicle had unrepaired damage in excess of \$5,000. <input type="checkbox"/> Yes <input type="checkbox"/> No.				
Section E: Signature					
Printed Name:				Date:	
Signature:					

Please send the completed form via fax to (844) 826-0045 or email to [leasereleasedocs@gmfinancial.com](mailto:leasereleasedocs@gmfinancial.com)



If you are purchasing from or returning to Dealer:	If you are purchasing the vehicle from GM Financial:
1) Take this form with you to the dealer. 2) Complete, sign, give to dealer and ask for a copy. 3) If you forget this form and you don't sign an odometer statement at the dealer, complete after turn-in and send to us at the address below or <ul style="list-style-type: none"> <li>• Fax : 1-877-470-9870; or</li> <li>• leaseendexperience@gmfinancial.com</li> </ul>	Complete and send with payment to: GM Financial Leasing ATTN: Treasury Operations P.O. BOX 99606 Arlington, TX 76096-9606

## Odometer Disclosure Notice and Statement

### (Leased Vehicle)

Federal law (and State law, if applicable) requires that the lessee disclose the mileage of a leased vehicle to the lessor in conjunction with the transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment. Complete the disclosure form below and return it to GM Financial.

I, \_\_\_\_\_ (please print name of person making disclosure) state that the odometer now reads \_\_\_\_\_ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, **unless one of the following statements is checked.**

- I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage **in excess of its mechanical limits**; or
- I hereby certify that the odometer reading is **NOT** the actual mileage.

VIN (Vehicle Identification Number)	
Year	
Make	
Model	
Body Type	
Lessee Name	
Lessee Signature	
Lessee Address:	_____ (Street) _____ (City) (State) (ZIP)
Date of Statement	

\*\*\*\*\*FOR GMF USE ONLY BELOW THIS LINE\*\*\*\*\*

<b>Lessor Name and address:</b> GM Financial P.O. Box 183692 Arlington, TX 76096-3692	<b>Lessor Signature:</b> _____ <b>Date Disclosure Form Sent to Lessee:</b> _____ <b>Date Completed Disclosure Form Received by Lessee:</b> _____
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GWM Shows: No open recalls and no branded title or warranty block.

Prior SR's Found:

██████████ (CAC Tier 1) 5/11/20-5/11/20: Camera inop. Resolution: Service Request has been Closed  
Pend Diag/Cust Act.

██████████ (CAC Tier 1) 7/8/20-7/9/20: Camera and infotainment screen issues. Resolution:  
Scheduled apt. Service Request has been Closed Pend Diag/Cust Act.

██████████ (TAC US) 8/5/20-8/22/20: Blank screen with triangle and exclamation point. Resolution:  
Advised to replace the coax from the radio to X219.

██████████ (TAC US) 8/26/20-In Progress: Intermittent blank screen exclamation point and camera  
malfunction symbol. Resolution: Inspected vehicle and found wiggling radio connection would induce  
back up camera problem. Dealer to order and replace radio. Dealer stated radio is a week away and on  
back order. Will update when repair complete.

-----  
Re: █████ █████ Service Request: ██████████

VIN: ████████████████████

Vehicle: 2020 Cadillac XT6

Eugene Krukus, Esq.

Eugene Krukus, PLLC

2704 Grand Ave, Suite 4

Bellmore, NY 11710

P: 516-203-4001

F: 516-717-3605

ekrukus@lemonfreedom.com

Demand Dated: August 19, 2020

Selling/Serviceing:

Open Road Cadillac

288740

334 Columbia Turnpike

Florham Park, NJ 07932

(973) 538-5650

CEM Eric Thompson

[eric.thompson@openroad.com](mailto:eric.thompson@openroad.com)

DMA

Troy Grant

302-943-5927

[Troy.m.grant@gm.com](mailto:Troy.m.grant@gm.com)

Brittney/BRCLegal/ATX 5930733

## Record Detail (CONFIDENTIAL)

<b>Date Loaded</b>	8/26/2020
<b>State</b>	Missouri
<b>Model</b>	Acadia C1
<b>Model Year</b>	2020
<b>VIN</b>	[REDACTED]
<b>Problem Count</b>	2
<b>Any Verb</b>	Y
<b>Date Surveyed</b>	8/25/2020
<b>Miles</b>	2000
<b>Customer Care</b>	Y
<b>Recontact Phone</b>	Y
<b>Rec Brand</b>	3
<b>Add Replace</b>	Replaced
<b>Age</b>	74
<b>Body</b>	Wagon
<b>Country</b>	United States
<b>Date Built</b>	6/5/2020 12:00:00 AM
<b>Date Sold</b>	6/30/2020 12:00:00 AM
<b>Date Surveyed Year</b>	2020
<b>Doors</b>	5
<b>Drive-City</b>	N
<b>Drive-Highway</b>	Y
<b>Drive-Rural</b>	N
<b>Drive-Towing</b>	N
<b>Engine Disp</b>	3.6
<b>First New</b>	N
<b>Gender</b>	Male
<b>Kilometers</b>	3219
<b>KPL</b>	8.93
<b>Line Series</b>	Denali
<b>MPG</b>	21
<b>Phone Brand</b>	Samsung
<b>Phone Carrier</b>	AT+T
<b>Phone Model</b>	Samsung Galaxy S8
<b>Plant</b>	Spring Hill
<b>Published</b>	0
<b>Rec Model</b>	3
<b>Recontact Email</b>	Y
<b>Replaced Brand</b>	Buick
<b>Respondent Number</b>	[REDACTED]
<b>RPO-Brakes</b>	J61-POWER, FRT & RR DISC, ABS, 17"
<b>RPO-Engine Desc</b>	LGX-GAS, 6 CYL, 3.6L, V6, DI, DOHC, VVT, ALUM, GEN 2
<b>RPO-HVAC System</b>	CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, AUX TEMP CONT
<b>RPO-Infotainment Display</b>	
<b>RPO-Seat</b>	AR9-FRT BKT, DELUXE
<b>RPO-Suspension System</b>	FE2-RIDE, HANDLING
<b>RPO-Transmission Desc</b>	M3W-AUTO 9 SPD, 9T65, ETRS GEN 1
<b>RPO-Trim Seat</b>	
<b>Trans Type</b>	Automatic/ASM/CVT

# Checkbox

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Radio Fnctn and Recptn - Display screen image poor quality	Infotainment System-Poor Screen Quality	Electrical	Infotainment	7G-Infotainment	Q:When First Noticed - Within the first week after delivery Q:How Often Problem Occurs - Occasionally Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Screen Problem Description - Image does not display	NONE of the 7 cameras linked to backing up the vehicle when in REVERSE work properly. This is an intermittent problem. I get a blank, black screen with a small red hazard/warning symbol displayed on the infotainment screen. NONE of the backup cameras (7 total) work when this intermittent problem occurs. ALSO and in ADDITION, the infotainment system displays incorrect date on the screen when using my SIRIUS XM Satellite Radio. They wrong artist, wrong song and wrong station are displayed on ALL STATIONS THAT I TUNE TO!	

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Paint imperfection/discoloration/dirt in paint	Paint Imperfection-Blemish/Dirt in Paint	Paint	Paint	5X-Paint	Q:When First Noticed - Upon vehicle delivery Q:Size of Problem - About one-half inch/1 cm or less Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate annoyance Q:Aftermarket Parts Related - No Q:Problem Location Is Hood Q:Other Paint Imperfection Q:Imperfection Description - Other	There is a small paint "bubble" about 1/2 inch in size on the left, front of the hood.	

## Performance Attributes

Attribute	Rating
Braking responsiveness and effort	8
Condition of vehicle upon delivery	3
Cost of maintenance and repair	7
Driving range on full tank / full charge	7
Ease of getting into and out of the vehicle	7
Front seat roominess	8
Fuel economy	7
Handling/stability on curves or winding roads	6
Interior quietness	9
Level of technology and innovation	2
Maneuverability in traffic and tight spaces	6

Attribute	Rating
Overall attractiveness of your vehicle exterior	7
Overall attractiveness of your vehicle interior	5
Overall feeling of safety while driving	8
Overall power and acceleration	8
Overall rating of audio/entertainment system	1
Overall rating of heater, ventilation and A/C	8
Overall rating of seats	7
Overall rating of trunk or rear cargo area	7
Overall rating of vehicle driving dynamics	8
Overall sound of the engine	9
Overall visibility for driver	7
Quality of interior materials	5
Rear seat roominess	6
Rides smooth	9
Security features	8
Storage spaces for driver and passengers	7
Transmission smoothness when shifting	9
Value for the money	3
Vehicle (Overall)	5
Vehicle feels solidly built	8
Vehicle ground clearance	8
Vehicle Overall (TopMind)	3
Vehicle quality (overall)	3

## Other Comments

Verb	oth verb english	oth verb native
Like Most About Vehicle	I like the exterior design and appearance. The grill is very appealing.	

Verb	oth verb english	oth verb native
Reason for Brand Score	<p>When I place my vehicle in REVERSE to back up, many times NONE of my cameras work (7 cameras) while in back up mode. I have returned it to my dealer 2 separate times and they have kept it for 3 days without solving and fixing the problem. They have also gotten the cameras to malfunction but they were unable to hook up the cameras to the computer to get a failure code so that they could trace and fix the problem. I also have had trouble with my SIRIUS XM Satellite radio. Several times the Sirius XM DISPLAY indicates the incorrect STATION, TUNES PLAYING, etc. on ALL RADIO STATIONS. I have brought the Acadia Denali back on 2 occasions to try and fix that issue but the problem recurs. So, in a nutshell, I am unhappy with the computers and electronics packages on my 2020 GMC ACADIA DENALI because they do not work properly and consistently for a \$48,000 car! Very displeased with the quality and performance and inability of GMC Service Technicians to fix the problems.</p>	
Suggestions to Improve Vehicle	<p>I EXPECT that a \$48,000 2020 GMC Acadia Denali should come with an electronics package that WORKS ALL THE TIME NOT JUST OCCASIONALLY OR INTERMITTENTLY. back up cameras SHOULD WORK AT all times!!!!. The RADIO and INFOTAINMENT SYSTEM should generate ACCURATE INFORMATION especially since I am paying EXTRA for this SIRIUS XM SATELLITE RADIO CAPABILITY. DON'T SELL VEHICLES TO CONSUMERS THAT DO NOT WORK AS THEY ARE SUPPOSED TO WORK.</p>	



Welcome back [REDACTED]

# Indirect New Auto [REDACTED]

Last Updated: September 24, 2020 4:50 PM

**Oct 14, 2020**      **\$633.78**  
Next Payment Date    Next Payment Amount

Transactions    Details

Search transactions

Date	Description	Amount	
SEP 15 2020	EXT Loan Payment Arkansas Federal - External F	+ \$635.00	⋮
AUG 5 2020	New Loan Disbursement New Loan Disbursement	- \$35,900.00	⋮

**Page totals:** Credits: [1] **\$635.00** | Debits: [1] - **\$35,900.00**

9/24/2020



ARKANSAS 9/24/2020 5:07 PM

FEDERAL  
CREDIT UNION

Amount: \$635.00

Statement Description: EXT Loan Payment Arkansas Federal - External F

Posted Date: 9/15/2020

Type: Credit

Status: Posted

General Motors LLC  
 General Motors Holdings LLC  
 PO BOX 62530  
 Phoenix, AZ 85082-2530



50-937  
 213

DATE

09/30/20

U.S FUNDS

635 DOLLARS

00 CENTS

AMOUNT

\$ 635.00

NOT VALID AFTER  
 180 DAYS FROM DATE

PAY TO THE  
 ORDER OF

Ward AK



JP Morgan Chase Bank N.A.  
 Syracuse NEW YORK 13201

AUDIT



VENDOR  
 DUNS NO  
 VENDOR NAME



General Motors LLC  
 General Motors Holdings LLC  
 PO BOX 62530  
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK  
 CHECK NO  
 PAYMENT DATE 09/30/20

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	09/29/20		0.000	635.00	0.00	635.00
P/N: CARS		QTY: 0 UOM: EA		U/P: 635.00	EXT:	635.00
<b>TOTAL</b>				635.00	0.00	635.00

For payment inquiries, please use GM Supplier Portal via GM Supply Power or contact the Service Desk at gmnar2phelp@gm.com or 1-888-376-6115



**VEHICLE REGISTRATION CERTIFICATE  
STATE OF ARKANSAS  
DEPARTMENT OF FINANCE AND ADMINISTRATION  
KEEP THIS DOCUMENT IN YOUR VEHICLE**

VEHICLE IDENTIFICATION NUMBER



LICENSE PLATE: [REDACTED] LICENSE TYPE/CLASS: W EXPIRATION DATE: 7/31/2021  
 YEAR: 2020 MAKE: GMC MODEL: ACA BODY: UT COLOR: MAR FUEL: G CYL: 6 Unladen Weight: 04187 Displacement: 0 Taxes: 0

OWNERS COUNTY: LONOKE DATE ISSUED: 8/24/2020

TITLE NUMBER: [REDACTED] ISSUING STATE: AR TITLE PRINT STATUS: [REDACTED]  
 RENEWAL IDENTIFICATION NUMBER (RIN): [REDACTED] VERIFICATION CODE: [REDACTED]  
 [REDACTED] TITLE BRANDS: [REDACTED]  
 [REDACTED] PURCHASED: [REDACTED]

WARD AR [REDACTED]  
 [REDACTED]  
 WARD AR [REDACTED]

REGISTRATION FEE	PLACEMENT FEE	SALES TAX	PURCHASE PRICE	LOCAL TAX (1)	TOTAL
0.00	0.00	0.00	0.00	25.00	25.00
CREDIT	TRANSFER FEE	PLUS EXT WAIVER	LOCAL TAX (2)		
0.00	1.00	0.00	0.00	0.00	0.00
ADDITIONAL FEES	TITLE FEE	LESS TRADE IN	LOCAL TAX (3)		
0.00	10.00	0.00	0.00	0.00	0.00
PRO-RATED FEES	LIEN FEE	TAXABLE PRICE	LOCAL TAX (4)		
0.00	0.50	0.00	0.00	0.00	0.00
SPECIAL FEE (1)	PENALTY	STATE TAX	TOTAL TAXES		
0.00	0.00	2837.25	2862.25		
SPECIAL FEE (2)	POSTAGE	STATE TAX PENALTY	TOTAL REG FEES		
0.00	0.39	0.00	14.39		
SPECIAL FEE (3)	TEMP TAG FEE	LOCAL TAX PENALTY	TOTAL PAID		
2.50	0.00	0.00	2876.64		

LIENHOLDER(S)  
 ARKANSAS FEDERAL CREDIT UNION

OFF-TITLE INFO  
 Title & Registration  
 8/24/2020 7:03:05 AM  
 LR MY Examiners: 99-90  
 TIFFANY WASHINGTON  
 1900 W 7th St  
 (501) 602-4192  
 e|harvey 2020-08-24

- INSTRUCTIONS:
- 1) Remove decal by along dotted line.
  - 2) Lift edge of decal.
  - 3) See back side for

"Owner must sign in the space indicated on back of this certificate"

09/12/2020

HISTORY LISTING

10:26:44

PAGE 2

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CORRECTION : COMPLETED 27 POINT MULTI-POINT INSPECTION

COMMENTS : VEHICLE HAS JMA

-----  
R.O NO. : █████ R.O DATE : 08/12/2020 R.O TYPE : S  
MILEAGE : 1350 ADVISOR NO. : 16741

JOB NUMBER : 1 OPERATION 51CVZ OP. DESC. \*BODY ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 9999  
COMPLAINT : CUSTOMER STATES RADIO STUCK IN DEMO MODE  
CORRECTION : SEE RO █████

JOB NUMBER : 2 OPERATION 51CVZ99P OP. DESC. INSPECTION REPORT  
SALE TYPE : I TECHNICIAN NO(S). 9999  
COMPLAINT : PERFORM 27 POINT MULTI-POINT INSPECTION  
CORRECTION : COMPLETED 27 POINT MULTI-POINT INSPECTION

JOB NUMBER : 3 OPERATION 22CVZLOANER OP. DESC. RENTAL VEHICLE  
SALE TYPE : W TECHNICIAN NO(S). 9999  
COMPLAINT : .



09/12/2020

HISTORY LISTING

10:26:44

CUSTOMER NAME : [REDACTED] SERIAL NO. : [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 08/17/2020 R.O TYPE : S  
MILEAGE : 1406 ADVISOR NO. : 16741

JOB NUMBER : 1 OPERATION 51CVZ OP. DESC. \*BODY ELECTRICAL  
SALE TYPE : I TECHNICIAN NO(S). 4533  
COMPLAINT : CUSTOMER STATES DEMO MOVE INOP  
CAUSE : COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME.  
CORRECTION : NO REPAIRS COULD BE MADE AT THIOS TIME.

JOB NUMBER : 2 OPERATION 51CVZ06 OP. DESC. BODY ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 4533  
COMPLAINT : CUSTOMER STATES SD CARD NOT REGISTERING  
CAUSE : GROUND OFFSET CONCERN. WORKING OFF DOC ID [REDACTED]  
CORRECTION : Run Independent Ground for SD Card Reader. COMPLETE.

JOB NUMBER : 3 OPERATION 51CVZ12 OP. DESC. BODY ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 4533  
COMPLAINT : CUSTOMER STATES BACK UP CAMERA INOP  
CAUSE : REAR VIEW CAMERA INTERNAL FAILURE.

ORIGINAL : B395A 3A INCORRECT COMPONENT INSTALLED. RADIO FAILURE.  
CAUSE  
CORRECTION : TESTED CIRCUITS AND REPLACED REAR VIEW CAMERA. RETESTED AND VERIFIED REPAIRS.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED]

JOB NUMBER : 4 OPERATION 51CVZ99P OP. DESC. INSPECTION REPORT  
SALE TYPE : I TECHNICIAN NO(S). 4533  
COMPLAINT : PERFORM 27 POINT MULTI-POINT INSPECTION  
CORRECTION : COMPLETED 27 POINT MULTI-POINT INSPECTION

R.O NO. : [REDACTED] R.O DATE : 09/13/2020 R.O TYPE : S  
MILEAGE : 81138 ADVISOR NO. : 16741

JOB NUMBER : 1 OPERATION 51CVZ OP. DESC. \*BODY ELECTRICAL  
SALE TYPE : I TECHNICIAN NO(S). 6484  
COMPLAINT : CUSTOMER STATES WIPERS INOP AT TIMES  
CORRECTION : WRONG VEHICLE  
ORIGINAL : .  
CORRECTION

JOB NUMBER : 2 OPERATION 51CVZ99P OP. DESC. INSPECTION REPORT  
SALE TYPE : I TECHNICIAN NO(S). 6484  
COMPLAINT : PERFORM 27 POINT MULTI-POINT INSPECTION



www.crainteam.com

# CRAIN Buick GMC

710 South Amity Rd. • Conway, Arkansas 72032  
(501) 329-6825 Business • (501) 329-9127 Fax



GMC

CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	MELINDA HOPPER	TAG NO	2391	INVOICE DATE	09/17/20	INVOICE NO	[REDACTED]
[REDACTED]	[REDACTED]	LABOR RATE		LICENSE NO		PRICE	1,903	COLOR	/
[REDACTED]	[REDACTED]	YEAR MAKE MODEL	20/GMC/ACADIA/4DR FWD DENALI			DELIVERY DATE	07/31/20	STOCK NO	0GT3844
WARD, AR	[REDACTED]	VEHICLE NO	[REDACTED]	SELLING DEALER NO	5	PRODUCTION DATE		DELIVERY MILES	13:
[REDACTED]	[REDACTED]	PT NO	[REDACTED]	RO DATE	08/28/20	REPRINT#	1		
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]	COMMENTS					

MO: [REDACTED]

LABOR & PARTS	TECH(S)	INTERNAL
J# 1 51CVZ *BODY ELECTRICAL CS THERE IS AN SD CARD ERROR MESSAGE. CS IF YOU START THE VEHICLE, TURN IT OFF AND LOCK IT, THEN RE-STAR AGAIN, THE SD CARD MESSAGE COMES ON. NOTIFICATION IS A 1 IN THE CORNER OF THE NAV SCREEN. CHECK AND ADVISE. RAN AN INDEPENDENT GROUND ON PREVIOUS RO FROM BULLETIN. TEST DROVE AND MESSAGE NEVER RETURNED. NORMAL OPERATION FOR VEHICLE.	TECH(S):4533	INTERNAL
JOB # 1 TOTAL LABOR & PARTS 0.00		
J# 2 51CVZ01 BODY ELECTRICAL CS CRUISE WILL RANDOMLY SHUT OFF. HAS ADAPTIVE CRUISE. WILL SLOW DOWN WHEN GETTING CLOSER TO ANOTHER CAR. NORMAL OPERATION	TECH(S):4533	INTERNAL
JOB # 2 TOTAL LABOR & PARTS 0.00		
J# 3 51CVZ03 BODY ELECTRICAL CS MIRROR LIGHT COMES ON RANDOMLY - BLIND SPOT LIGHT DETECTOR - WHEN NOTHING IS THERE. ON ONE OCCASION STAYED ON ALL THE WAY FROM BENTON TO CABOT. COULD NOT DUPLICATE CONCERN AT THIS TIME. ALL WORK AS SHOULD	TECH(S):4533	INTERNAL
JOB # 3 TOTAL LABOR & PARTS 0.00		
J# 4 51CVZ05 BODY ELECTRICAL CS BACKUP CAMERA NOT WORKING PROPERLY, SCREEN IS BLACK. INTERMITTENTLY FOUND BAD CONNECTION A X600 CONNECTOR UNDER PASSENGER SIDE KICK PANEL. SECURED CONNECTOR AND TEST DROVE. VERIFIED REPAIRS.	TECH(S):4533	INTERNAL
JOB # 4 TOTAL LABOR & PARTS 0.00		
J# 5 51CVZ99P INSPECTION REPORT PERFORM 27 POINT MULTI-POINT INSPECTION COMPLETED 27 POINT MULTI-POINT INSPECTION	TECH(S):4533	INTERNAL
JOB # 5 TOTAL LABOR & PARTS 0.00		
J# 6 22CVZRENTAL RENTAL VEHICLE CUSTOMER REQUEST RENTAL VEHICLE - 0BT3778  RENTAL PROVIDED	TECH(S):9999	INTERNAL
JOB # 6 TOTAL LABOR & PARTS 0.00		

**WARRANTY DISCLAIMER**  
The warranties on these parts are the manufacturer's. The CRAIN AUTOMOTIVE TEAM Dealership disclaims all warranty either expressed or implied, including an implied warranty of merchantability fitness for a particular purpose. The CRAIN AUTOMOTIVE TEAM Dealership does not assume nor authorize any person to assume any liability in connection with the sale of these parts. This disclaimer in no way affects the terms of the manufacturer's warranty.

**IN CASE OF FIRE, THEFT OR ANY OTHER SITUATION BEYOND OUR CONTROL, WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ITEMS LEFT IN VEHICLES.**

**Environmental Disposal Charges**  
Environmental Disposal charges are to offset the cost of managing, storing and disposing of wastes in accordance with local, state and federal laws. The actual value of these items used in your repair may be more or less than the value you are charged.

**ON BEHALF OF SERVICING DEALER HEREBY CERTIFY THAT THE INFORMATION CONTAINED IS ACCURATE: UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR ONE YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES.**

G.O.G. & SUPPLIES	WARRANTY
JOB # 5 1.0 GAS @ /UNIT TOTAL - GOG	0.00
MISC - CODE - DESCRIPTION - CONTROL NO -	
JOB # 1 GC FUEL CHARGE	WARRANTY

AUTHORIZED SIGNATURE



www.crainteam.com

# CRAIN Buick GMC

710 South Amity Rd. • Conway, Arkansas 72032  
(501) 329-6825 Business • (501) 329-9127 Fax



**GMC**

CELL: [REDACTED]

CUSTOMER NO	ADVISOR MELINDA HOPPER	TAB NO	INVOICE DATE 09/17/20	INVOICE NO	
[REDACTED]	2391	[REDACTED]	[REDACTED]	[REDACTED]	
LABOR RATE	LICENSE NO	FIN. LEASE	COLOR	STOCK NO	
[REDACTED]	[REDACTED]	1,903	/	OGT3844	
YEAR MAKE MODEL	DELIVERY DATE	DELIVERY MILES	[REDACTED]		
20/GMC/ACADIA/4DR FWD DENALI	07/31/20	132	[REDACTED]		
VEHICLE ID NO	SELLING DEALER NO	PRODUCTION DATE	[REDACTED]		
[REDACTED]	5	[REDACTED]	[REDACTED]		
R.T.E. NO	R.D. DATE	REPRINT#	[REDACTED]		
[REDACTED]	08/28/20	1	[REDACTED]		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	[REDACTED]		

TOTAL - MISC		0.00
TECHNICIAN CERTIFICATION	9999	HOUSE 5555
TOTALS		
THANK YOU FOR ALLOWING CRAIN BUICK, GMC TO SERVICE YOUR VEHICLE. WE STRIVE TO GAIN YOUR COMPLETE SATISFACTION WITH EACH VISIT. YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS ASKING YOU TO RATE YOUR SERVICE EXPERIENCE. IF, FOR ANY REASON, YOU CANNOT CHECK "COMPLETELY SATISFIED," PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY.	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE \_\_\_\_\_

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AUTHORIZED SIGNATURE \_\_\_\_\_

[REDACTED] 31 Aug. 2020 , 09:40am

hi

Cadillac Bot, 31 Aug. 2020 , 09:40am

Thanks! In order to best assist, please provide your first and last name.

[Read]

[REDACTED] 31 Aug. 2020 , 09:41am

Cadillac Bot, 31 Aug. 2020 , 09:41am

[Rich Content]

[Read]

[REDACTED] 31 Aug. 2020 , 09:41am

Assistance on a vehicle I own

Cadillac Bot, 31 Aug. 2020 , 09:41am

[Rich Content]

[Read]

[REDACTED] 31 Aug. 2020 , 09:41am

All Other Vehicle Questions

Cadillac Bot, 31 Aug. 2020 , 09:41am

[Rich Content]

[Read]

[REDACTED] 31 Aug. 2020 , 09:41am

I'd prefer to chat with a customer service advisor

Cadillac Bot, 31 Aug. 2020 , 09:41am

Attempting to connect you to an advisor...

[Read]

██████████ 31 Aug. 2020 , 09:42am

Thank you for contacting Cadillac Customer Care, my name is ██████████ I will be assisting you today.

[Read]

██████████ 31 Aug. 2020 , 09:42am

Hello, how can I assist you today?

[Read]

████████████████████ 31 Aug. 2020 , 09:43am

OK I HAVE A XT 5 PURCHASE ON 8/1/220 I Have a problem with the back up camera

██████████ 31 Aug. 2020 , 09:43am

Congratulations on the purchase of your gorgeous Cadillac XT5. Have you been to your local Cadillac dealership for a diagnosis?

[Read]

██████████ ██████████ 31 Aug. 2020 , 09:45am

yes ythey say ythey can not find problem as it does not happen all the time. they said a aother caddy had the same problem was going to work on the other car and let me know the oujtcome

██████████ ██████████ 31 Aug. 2020 , 09:46am

when i called three day slaTER THEY SAID OK WILL ORDER A NEW BACKUP CAMERA. I CALLED PARTS 4 DAYS LATER THEY SAID NO SUCH ORDER

[REDACTED] 31 Aug. 2020 , 09:46am

Can you provide me with the last 8 characters of your VIN?

[Read]

[REDACTED] [REDACTED] 31 Aug. 2020 , 09:46am

[REDACTED]

[REDACTED] [REDACTED] 31 Aug. 2020 , 09:46am

[REDACTED]

[REDACTED] 31 Aug. 2020 , 09:47am

Thank you! One moment please.

[Read]

[REDACTED] 31 Aug. 2020 , 09:47am

To accurately document your concern, can you please provide me with your contact information including phone number and email address?

[Read]

[REDACTED] [REDACTED] 31 Aug. 2020 , 09:48am

[REDACTED] [REDACTED] [REDACTED] [REDACTED]@EMBARQMAIL.COM

[REDACTED] 31 Aug. 2020 , 09:48am

Thank you for providing your contact information.

[Read]

[REDACTED] 31 Aug. 2020 , 09:48am

Can you provide me with the dealership that you are working with?

[Read]

██████████ 31 Aug. 2020 , 09:49am

I CALLED SERVICE WRITER WHO WAS OPN VACATIOPN SO I AASKED FOR TYHE SERVICE MANAGER AT SULLIVAN CADDY. WHO GAVE ME THE RUN AROUND

██████████ 31 Aug. 2020 , 09:50am

IF THERE IS TWO AT THE SAME DEALER I HAVE TO BELIEVE YOU HAVE MANY IN THE COUNTRY WITH THIS PROBLKEM

██████████ 31 Aug. 2020 , 09:52am

We have not heard of this being a known issue with the rear camera. Are you going to have Sullivan Cadillac repair the rear camera once they are able to duplicate the problem>

[Read]

██████████ 31 Aug. 2020 , 09:52am

YHES BUT WHEN. TYHEY NOW WANT TO KEEP THE CAR BUT AGAIN IT SEEMS TO HAPPEN MORE WHEN IT IOS RAINNING

██████████ 31 Aug. 2020 , 09:53am

IK AM NOT VERY HAPPY WITH THE ATTITUDE THEY GIVE ME

██████████ 31 Aug. 2020 , 09:54am

I'm sorry that you have had a bad experience at Sullivan Cadillac, this is not the experience we want for our customers.

[Read]

██████████ 31 Aug. 2020 , 09:54am

THIS IS THE FOURTH CADDY FROM THIS DEALER

██████████ 31 Aug. 2020 , 09:55am

What I can do for you is engage a Senior Advisor to work closely with the dealership to resolve your issue with the rear camera.

[Read]

██████████ 31 Aug. 2020 , 09:55am

Cadillac recognizes you have been a long-standing customer and we want you to know we value you as a member of our family.

[Read]

██████████ ██████████ 31 Aug. 2020 , 09:55am

WHEN CAN I HOPE TO HEAR FROM SOMEONE

██████████ 31 Aug. 2020 , 09:56am

A Senior Advisor will contact you in four days. One moment while I get your Service Request number.

[Read]

██████████ 31 Aug. 2020 , 09:58am

The case number assigned to you is Service Request ██████████ Our Senior Adviser will work closely with you and the dealer to resolve your vehicle concern. Please allow the Senior Adviser 4 days to research your issue and reach out to you via phone.

[Read]

██████████ ██████████ 31 Aug. 2020 , 09:59am

THANK YOU

██████████ 31 Aug. 2020 , 09:59am

You are more than welcome! Thank you for messaging with Cadillac. Have a wonderful day!

[Read]

# GM CONCEALED DAMAGE SHEET METAL AND FASCIA REPAIR REIMBURSEMENT

Download, complete and email form to [spaccmy@gm.com](mailto:spaccmy@gm.com)  
(MUST INCLUDE a copy of your GM Parts invoice and your repair order)

Parts Dealer Code:

Date: 8/29/2020

Dealer Name:

Contact Name:

Contact Phone Number:

Shipping Facility:

GM Invoice Number:

Order Number:

GM Invoice Date: 8/4/2020

Part Number:

Your R.O. Number:

Dealer Price:

**\*\* If over 50% of dealer price, must be pre-approved prior to repairs. See Request to Repair (below).**

Shipment Number:

Repair Cost:

Cause of Issue: [Click Here to Select Most Likely Cause](#)

Description of Issue: [Click Here to Select Description of Issue](#)

Location of Issue: [Click Here to Select Location of Issue](#) - (\*Refer to Attached Commodity Grid Diagrams for Location Codes)

**Reason Repair was Required** – If repair amount is 50% or less than the price of the part, explain why immediate repairs were needed.

**REAR BOTTOM CORNER FOLDED IN, 3 DENTS ALONG CENTER OF DOOR, RESHAPED THE BODYLINE  
NO TIME TO REORDER. ..THANK YOU.**

**\*\*Request to Repair** – If estimated repair amount exceeds 50% of the price of the part, explain why cost will exceed 50% and why immediate repairs are needed.

Concealed Damage Sheet Metal and Fascia Repair  
Reimbursement Process includes the following parts:

- Sheet Metal Assemblies
- Bumper Fascias
- Sheet Molded Composite (SMC) Corvette Hood PN 25805421

OFFICE USE ONLY	Date processed: <a href="#">Click here to enter a date.</a>
	Initials: <input type="text"/>
DENIED	Event #: <input type="text"/>
	Reason: <input type="text"/>
	Spoke to: <input type="text"/>
	Date: <a href="#">Click here to enter a date.</a>

SPAC Approval Code:

Customer Code: [REDACTED] Invoice Number: [REDACTED] Invoice Date: 04 Aug 2020

Payment Terms:

Control Number	Facility- Shipment #	Order Date	GM Order Number	Order Type	Part Name	Part Shipped	Qty	Unit Price	Gross Amount	Discount %	Discount Amount	Core Amount	Net Amount
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	ROD KIT	84344235	1	\$22.95	\$22.95	0.00	\$0.00	\$0.00	\$22.95
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	DOOR	84348727	2	\$659.97	\$1,319.94	0.00	\$0.00	\$0.00	\$1,319.94
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	RADIATOR	84356897	1	\$168.44	\$168.44	0.00	\$0.00	\$0.00	\$168.44
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	EVAPORATO	84358044	1	\$180.83	\$180.83	0.00	\$0.00	\$0.00	\$180.83
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	BRACE	84363604	1	\$8.99	\$8.99	0.00	\$0.00	\$0.00	\$8.99
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	APPLIQUE	84367319	1	\$32.58	\$32.58	0.00	\$0.00	\$0.00	\$32.58
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	SHUTTER	84378163	1	\$157.36	\$157.36	0.00	\$0.00	\$0.00	\$157.36
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	SUPPORT	84385640	1	\$51.30	\$51.30	0.00	\$0.00	\$0.00	\$51.30
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	SUPPORT	84385641	1	\$71.61	\$71.61	0.00	\$0.00	\$0.00	\$71.61
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	SHAFT	84386512	1	\$136.66	\$136.66	0.00	\$0.00	\$0.00	\$136.66
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	ABSORBER	84386650	1	\$99.82	\$99.82	0.00	\$0.00	\$0.00	\$99.82
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	HEADLAMP	84388631	1	\$830.23	\$830.23	0.00	\$0.00	\$0.00	\$830.23
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	EXCHANGE	84388631	1	\$125.00	\$125.00	0.00	\$0.00	\$125.00	\$125.00
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	GATE	84423583	2	\$610.96	\$1,221.92	0.00	\$0.00	\$0.00	\$1,221.92
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	FENDER	84424943	1	\$213.21	\$213.21	0.00	\$0.00	\$0.00	\$213.21
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	ABSORBER	84434266	1	\$119.34	\$119.34	0.00	\$0.00	\$0.00	\$119.34
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	PLATE	84445338	1	\$25.44	\$25.44	0.00	\$0.00	\$0.00	\$25.44
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	BAR	84464976	1	\$173.60	\$173.60	0.00	\$0.00	\$0.00	\$173.60
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	PIPE	84467773	1	\$32.91	\$32.91	0.00	\$0.00	\$0.00	\$32.91
R216	039-5356607	03 Aug 2020	[REDACTED]	DRO	GUIDE	84491228	1	\$11.30	\$11.30	0.00	\$0.00	\$0.00	\$11.30

Quantity Total: 870

Net Merchandise Amount: \$41,512.26

Net Core Amount: \$1,710.00

State Tax: \$0.00

County Tax: \$0.00

City Tax: \$0.00

Net Invoice Amount: \$43,222.26

Shipped To: 177471

Invoice Due Date:

Invoice Type: GM / DEALER (PURCHASE)

We hereby certify that these goods were produced in compliance with all applicable requirements of sections 6, 7 and 12 of the fair labor standards act, as amended, and regulations and orders of the United States dept. of labor under section 14 thereof.

If applicable, fees for Rhode Island hard to dispose material, South Carolina solid waste excise tax, and California oil recycling have been paid on quantities of oil, antifreeze, and organic solvents.

Phil Smith



1640 N. State Road 7 (441) • Lauderhill, FL 33313  
954-733-6000 • Toll Free 800-381-7833

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FORM FEA128-C (1/95) TO ORDER: www.RESOURCE.com, 1-800-344-0999, fax 1-800-531-9055

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
			ROUTE-2	FLEETCHG		08/12/20	BOW
SIXT RENT A CAR 3505 NW 22 ST MIAMI, FL 33142			ELITE COLLISION SPECIALISTS 2355 NW 35 AVE MIAMI, FL 33142				

SHIP QTY	S. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT	EXT. COMP	EXT. COST
1	0	84348727 DOOR	16.150 N	WH211	1099.95	725.97		725.97
1	0	15825690 PLATE	17.215 N	684	71.84	45.60		45.60
1	0	23453679 PANEL	16.152 N	783	499.95	329.97		329.97
1	0	23256181 PLATE	17.507 N	43D08	33.02	19.77		19.77
						SUBTOTAL		1121.31
						TAX		0.00
						FREIGHT		0.00
						PAY THIS AMOUNT		1121.31

Receipt of the listed parts in good condition is acknowledged and Customer agrees to pay the invoice charges in full upon delivery. If the Customer does not make payment when due, Customer shall be responsible for all costs of collection, including without limitation attorney fees and costs incurred through the appellate level.

X Print: \_\_\_\_\_

PARTS FILE COPY

PARTS INVOICE  
PARTS INVOICE

\*\* DUPLICATE \*\*  
16:31:58 PAGE 1 OF 1  
NET532

DUPLICATE

The Reynolds and Reynolds Company, GRANVILLE, OH (3474)

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
			ROUTE-2	FLEETCHG		08/12/20	BOW
SIXT RENT A CAR 3505 NW 22 ST MIAMI, FL 33142			ELITE COLLISION SPECIALISTS 2355 NW 35 AVE MIAMI, FL 33142				

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						TAX		0.00
						FREIGHT		0.00
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X Print: \_\_\_\_\_

CUSTOMER COPY

\*\* DUPLICATE \*\*  
16:31:58 PAGE 1 OF 1  
NET532

Phil Smith



1640 N. State Road 7 (441) • Lauderhill, FL 33313  
954-733-6000 • Toll Free 800-381-7833

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DUPLICATE

The Reynolds and Reynolds Company, GRANVILLE, OH (3474)



**ELITE COLLISION SPECIALISTS, INC.**

2355 NW 35Th Ave, MIAMI, FL 33142

Phone: (786) 635-1511

FAX: (786) 635-1512

Workfile ID:

PartsShare:

Federal ID:

**Estimate**

**RO Number:**

Customer:

Insurance:

Adjuster:

Estimator:

Phone:

Create Date:

8/14/2020

Claim:

Loss Date:

Deductible:

VIN:

Interior Color:

Mileage In:

Vehicle Out:

License:

Exterior Color:

Mileage Out:

State:

Production Date:

Condition:

Job #:

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	E01	Sublet	DOOR REPAIR FOR SHIPPING DAMAGE.	1	125.00	Sublet			

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Sublet/Miscellaneous					125.00
<b>Subtotal</b>					<b>125.00</b>
Sales Tax					0.00
<b>Grand Total</b>					<b>125.00</b>
<b>Net Total</b>					<b>125.00</b>

Estimate Version	Total \$
Original	125.00

Insurance Total \$:	125.00
Received from Insurance \$:	0.00
Balance due from Insurance \$:	125.00
Customer Total \$:	0.00
Received from Customer \$:	0.00
Balance due from Customer \$:	0.00

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

## Record Detail (CONFIDENTIAL)

Date Loaded	8/27/2020
State	Indiana
Model	XT5
Model Year	2020
VIN	[REDACTED]
Problem Count	1
Any Verb	Y
Date Surveyed	8/26/2020
Miles	500
Customer Care	Y
Recontact Phone	Y
Rec Brand	3
Add Replace	Replaced
Age	65
Body	Wagon
Country	United States
Date Built	6/24/2020 12:00:00 AM
Date Sold	6/30/2020 12:00:00 AM
Date Surveyed Year	2020
Doors	5
Drive-City	Y
Drive-Highway	N
Drive-Rural	N
Drive-Towing	N
Engine Disp	3.6
First New	N
Gender	Male
Kilometers	805
KPL	
Line Series	Sport
MPG	
Phone Brand	Apple
Phone Carrier	Verizon Wireless
Phone Model	Apple iPhone 8
Plant	Spring Hill
Published	0
Rec Model	3
Recontact Email	Y
Replaced Brand	BMW
Respondent Number	[REDACTED]
RPO-Brakes	JL9-PWR, FRT & RR DISC, ANTILOCK, FRT & RR WHL
RPO-Engine Desc	LGX-GAS, 6 CYL, 3.6L, V6, DI, DOHC, VVT, ALUM, GEN 2
RPO-HVAC System	CJ4-AIR CONDITIONING, FRT & RR ELECTRONIC CONTROLS
RPO-Infotainment Display	
RPO-Seat	AR9-FRT BKT, DELUXE

<b>RPO-Suspension System</b>	FE5-RIDE, HANDLING, PERFORMANCE
<b>RPO-Transmission Desc</b>	M3W-AUTO 9 SPD, 9T65, ETRS GEN 1
<b>RPO-Trim Seat</b>	
<b>Trans Type</b>	Automatic/ASM/CVT
<b>Wheel Drive</b>	AWD

## Checkbox

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Parking Assistance System Problems	Parking Assistance System Problems	Electrical	Electronic Components & Subsystems	7T-Active	Q:When First Noticed - Upon vehicle delivery Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Front system Q:Rear system Q:Surround view system Q:Camera or Display Screen-No image displayed (blank)	Cameras don't work! See prior note. Two months with no resolution. Pathetic.	

## Performance Attributes

Attribute	Rating
Braking responsiveness and effort	10
Condition of vehicle upon delivery	1
Cost of maintenance and repair	10
Driving range on full tank / full charge	10
Ease of getting into and out of the vehicle	10
Front seat roominess	10
Fuel economy	10
Handling/stability on curves or winding roads	10

<b>Attribute</b>	<b>Rating</b>
Interior quietness	10
Level of technology and innovation	1
Maneuverability in traffic and tight spaces	10
Overall attractiveness of your vehicle exterior	10
Overall attractiveness of your vehicle interior	10
Overall feeling of safety while driving	10
Overall power and acceleration	10
Overall rating of audio/entertainment system	10
Overall rating of heater, ventilation and A/C	10
Overall rating of seats	10
Overall rating of trunk or rear cargo area	10
Overall rating of vehicle driving dynamics	10
Overall sound of the engine	10
Overall visibility for driver	10
Quality of interior materials	10
Rear seat roominess	10
Rides smooth	10
Security features	10
Storage spaces for driver and passengers	10
Transmission smoothness when shifting	10
Value for the money	5
Vehicle (Overall)	5
Vehicle feels solidly built	10
Vehicle ground clearance	10
Vehicle Overall (TopMind)	5
Vehicle quality (overall)	5

## Other Comments

Verb	oth verb english	oth verb native
Like Most About Vehicle	Everything except the cameras and the service.	
Reason for Brand Score	<p>I bought this car 2 months ago. Incredibly, the camera module didn't work and needs to be replaced. So, I had to drive a brand new \$61,000 car off the lot with a service issue. Here we are two months later and it still has not been addressed. Oh, they tell me that covid is the reason. The part is not available. They check every couple of days. Well, I know they have dozens of new cars that they are selling to other customers that have working camera modules. I want a module removed from one of your new vehicles and placed in mine. It should be your problem. Not mine. Prior to this fiasco, I was considering buying another XT5 for my wife and and new model Escalade in 2022 to replace my Tahoe. Now, it is laughable to think I would consider that. Pull a freaking camera module out of one of your new vehicles and put in mine! Unacceptable. The only reason I don't give you all 1's is because, other than the camera issue, the car is perfect. How sad. What a terrible way to run a business.</p>	
Suggestions to Improve Vehicle	<p>Replace my camera module! This is ridiculous. Two month with no resolution. New car lot full of cars with working camera modules that could be placed in mine. I guess all you care about is sales and then see ya later, sucker.</p>	

**BBB AUTO LINE  
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 09/02/20
Start Date: 09/02/20

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Raleigh	State: NC	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make: Cadillac	Model: XT6	Year: 2020	Current mileage: 5809
Name(s) that appears on the vehicle title: Paul Miller			
Selling dealer/city/state: Hendrick's Cadillac, Cary, NC			
Primary Servicing dealer/city/state: RICK HENDRICK'S CADILLAC,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is your vehicle Certified Pre-Owned? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Purchase/lease date: 02/01/20		Mileage at purchase/lease:	
First repair attempt date: 02/19/20		First repair attempt mileage: 988	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

The customer wants GM to fix the problem or put him in another cadillac. This vehicle is a XT6

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> [REDACTED]
---

Case Number: [REDACTED]

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Warning no sd card, navigation & camera did not work				yes

Total days out of service for all problems: 73

Signature of Titled Owner(s) [REDACTED] Date 9-11-20

Printed Name of Titled Owner(s) [REDACTED]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
3033 Wilson Blvd., Suite 600  
Arlington VA, 22201  
Fax: 703-247-9700**

**STATE OF NORTH CAROLINA  
REGISTRATION CARD**

NC LIC NUMBER		PLAT EXP DATE		INSPECTION DUE	
[REDACTED]		01/31/2021		01/31/2021	
VEHICLE ID #			GROSS WT		
[REDACTED]			[REDACTED]		
MAKE/SERIES		TITLE #		EQUIP #	
CAD		[REDACTED]		[REDACTED]	
SHIPPING WEIGHT	STYLE	YEAR	FUEL	TOTAL FEE	
[REDACTED]	MP	2020	G	81.00	
CLASSIFICATION			VEHICLE BRAND		
PRIVATE/PASS VEH			[REDACTED]		
CUSTOMER ID # OWNER 1		CUSTOMER ID # OWNER 2		COUNTY	
[REDACTED]		[REDACTED]		WAKE	
RALEIGH NC					

PLAT - EXPIRES

N11 - NATIONWIDE MUTUAL INSURANCE CO  
INSURANCE COMPANY AUTHORIZED IN NC

POLICY NUMBER



NC DIVISION OF MOTOR VEHICLES  
RECEIPT OF FEES PAID

Reg	20.00
Title	62.00
HUT	282.92

TOTAL 364.92

D ACCT [REDACTED] 03/02/2020 TIC1079

**01-21**

NRWUPAK

## ADDITIONAL PROVISIONS

If Purchaser exercises the right to cancel the HAC before making all installment payments hereunder, Purchaser will send written notice thereof to SPP at 303 East Wacker Drive, Suite 230, Chicago, Illinois 60601-5231, not later than the date Purchaser notifies Hendrick Autoguard, Inc. or Dealer of such cancellation. Unless it shall previously have received such a written notice, SPP (i) may impose a late payment fee in the amount of 5% of the payment or \$5.00 in respect of any installment payment not received by SPP within 15 days of the scheduled payment date therefor, and (ii) is authorized by Purchaser to direct Hendrick Autoguard, Inc. to cancel Purchaser's HAC if any installment payment has not been received by SPP within 30 days of the scheduled payment date therefor. If you or SPP cancel the HAC and there is some remaining cancellation refund after SPP has received the amounts it is owed, then, unless the law of the state where the Dealer is located provides otherwise, you must look to the Dealer and not the Administrator, for any applicable refund. You also agree that any such cancellation refund owed to you shall be calculated by using the amounts actually paid by you.

Dealer and Purchaser certify to the Administrator and to SPP that Purchaser's decision to purchase the HAC from Dealer under the installment payment program did not cause Dealer to charge Purchaser a different total sale price for the HAC or for the vehicle than Purchaser would have paid if Purchaser had decided instead to pay the purchase price of the HAC in full at the time this Agreement was executed.

The content and format of this agreement have been adopted to provide Purchaser with important information in a clear and familiar form, and their use does not imply that any particular federal or state law relating to lending or installment sales is applicable to this agreement or the transaction it contemplates.

**Notice to Ohio residents:** The Ohio laws against discrimination require that all creditors make credit equally available to all credit worthy customers, and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio Civil Rights Commission administers compliance with this law.

**Notice to Pennsylvania residents:** Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds hereof. Recovery hereunder by the debtor shall not exceed the amount paid by the debtor hereunder.

Hendrick Autoguard, Inc. Contract(s)

SERVICE PAYMENT PLAN, INC.  
303 EAST WACKER DRIVE, SUITE 230  
CHICAGO, IL 60601-5231

PHONE: 800-346-5990  
FAX: 800-449-5990  
HELP@SPPINC.NET

**RETAIL INSTALLMENT**

Notice to California residents: If married, you may execute this agreement separately as an individual. (Please Type or Print)

Purchaser of Agreement ("Purchaser")

Automobile Dealer ("Dealer")

raleigh, NC

112634

**HENDRICK BUICK GMC CADILLAC**  
 115 TEAM HENDRICK WAY  
 CARY, NC 27511  
 9193808267

2670

Dealer makes the following disclosures:

**Itemization of**

**Amount Financed of \$ 2832.39**

- a) Cash Price (not including taxes on sale) \$ 2999.00
- b) Taxes on sale \$ 0.00
- c) Cash Price (a+b) \$ 2999.00
- d) Down Payment \$ 166.61
- e) Amount Paid on your account (Amount Financed) (c-d) \$ 2832.39

**Amount paid to others on your behalf:**

\$ 2832.39 to Hendrick Autoguard, Inc. or its affiliates (we may be retaining a portion of this amount).

Purchaser wishes to purchase from Dealer the Hendrick Autoguard, Inc. contract(s) ("HAC") described above and on the reverse side administered by Hendrick Autoguard, Inc., ("Administrator"). In consideration of Purchaser being afforded the opportunity to pay for the HAC under the installment payment program, the Purchaser and Dealer acknowledge and agree as follows:

Purchaser has paid Service Payment Plan, Inc. ("SPP") on behalf of Dealer the down payment disclosed above towards the total sale price of the HAC. Purchaser may pay the balance of such total sale price in accordance with the payment method selected by Purchaser from the options set forth below.

**Payment Option 1**

**Authorization For Credit Card Payment**

The balance of the total sale price may be paid by Purchaser through, and Purchaser hereby authorizes SPP to make the applicable number of consecutive monthly charges to Purchaser's MasterCard, Visa or Discover credit card account listed below, in the amounts and at the times disclosed above.

- MasterCard
- Visa
- Discover

Card Number: [Redacted] Expiration Date: 11/2021

I authorize charges to my credit card for the purchase of the HAC in accordance with this agreement.  
 Cardholder's Signature: [Redacted] Date: 2/1/2020

**Payment Option 2**

**Authorization For Direct Debit Of Payments**

The balance of the total sale price may be paid by Purchaser through, and Purchaser authorizes SPP to instruct Purchaser's financial institution to make, the applicable number of consecutive monthly payments in the amounts and on the dates disclosed above from the account listed below. This authority remains in effect until SPP has received written notification of termination from Purchaser in time to allow reasonable opportunity to act on it or until the final installment payment has been paid from the account listed below.

**Required Financial Institution Information**

Name of Institution

Please attach a check on this account, marked "void".

Financial Institution's Transit Routing Number (lower left corner of check)

Checking Account Number

See the additional provisions on the reverse side which are made a part hereof.

**Notice to Purchaser.** (1) Do not sign this agreement before you read it or if it contains any blank spaces. (2) You are entitled to an exact copy of the agreement you sign. (3) Under the law you have the right, among other things, to pay in advance the full amount due and to obtain under certain conditions a partial refund of the finance charge. (4) Keep this agreement to protect your legal rights.

You acknowledge receipt of a copy of this agreement.

Purchaser: [Redacted] Date: 2/1/2020  
 Authorized Dealership Signature: [Redacted] Date: 2/1/2020

Hendrick Autoguard, Inc. RIC 05-16

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
<b>0%</b>	<b>\$0.00</b>	\$ 2832.39	\$ 2832.39	\$ 166.61
				<b>\$ 2999.00</b>

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments are Due
17	\$166.61	Monthly starting 3/15/20

Late Charge: If a payment is received more than 15 days after the scheduled payment date, you will be charged the lesser of 3% of the payment or \$5.00.  
 Prepayment: If you pay off early, you will not have to pay a penalty.  
 See your contract documents for any additional information about nonpayment and refunds.  
 All numerical disclosures except the late payment disclosures are estimates.

**Customer Payment Options**  
 (Please check appropriate box)

Credit Card (Refer to Payment Option 1)

Direct Debit (Refer to Payment Option 2)

In what department did this purchase originate?

Finance

No. 0505 P. 5

Jun. 16. 2020 8:26AM



RALEIGH, NC

Dear

Congratulations on the purchase of your Mechanical Repair Service Contract from HENDRICK BUICK GMC CADILLAC CARY. You made a winning choice to protect your vehicle with a Hendrick Autoguard Service Contract.

Please find attached your personalized identification card. Carrying this card will enable us to provide the highest level of service possible in the event you have a covered mechanical breakdown.

Your vehicle has thousands of complex working parts which must perform together to give you safe, reliable and economical transportation. Hendrick Autoguard has many programs to help protect and maintain your vehicle. Please contact your selling dealer for additional information and pricing regarding the programs listed on the right.

We understand you have many choices where to purchase and service your vehicle and we want to thank you for choosing our winning team of factory-certified technicians and dealer staff to repair your vehicle.

Regards

Rick Hendrick  
Chairman, Hendrick Automotive Group

**Mechanical Repair Service Contract**

Protect yourself against costly repairs with our most popular program.

**Flexible Maintenance**

Prepay for the maintenance the manufacturer recommends on your vehicle at a discounted rate.

**Oil Change Program**

Prepay for your oil changes at a discounted rate.

**Car Care System**

Protect your vehicle inside and out with our Car Care System.

**HENDRICK BUICK GMC CADILLAC CARY** Coverage Level  
 (919) 380-8287 **Platinum**

Deductible  
**\$100**

Coverage Expires  
 02/01/2028 or up to  
 75,010 miles



H-VSC1205



RALEIGH, NC

Dear

Congratulations on the purchase of your Oil Change Program from HENDRICK BUICK GMC CADILLAC CARY. You made a winning choice to maintain your vehicle with a Hendrick Autoguard Oil Change Program.

Please find attached your personalized identification card. Carrying this card will enable us to provide the highest level of service possible when it is time to perform your regularly scheduled oil changes.

Your vehicle has thousands of complex working parts which must perform together to give you safe, reliable and economical transportation. Hendrick Autoguard has many programs to help protect and maintain your vehicle. Please contact your selling dealer for additional information and pricing regarding the programs listed on the right.

We understand you have many choices where to purchase and service your vehicle and we want to thank you for choosing our winning team of factory-certified technicians and dealer staff to repair your vehicle.

Regards,

Rick Hendrick  
Chairman, Hendrick Automotive Group

### Mechanical Repair Service Contract

Protect yourself against costly repairs with our most popular program.

### Flexible Maintenance

Prepay for the maintenance the manufacturer recommends on your vehicle at a discounted rate.

### Oil Change Program

Prepay for your oil changes at a discounted rate.

### Car Care System

Protect your vehicle inside and out with our Car Care System.

HENDRICK BUICK GMC CADILLAC CARY  
(919) 380-8267

First Service	5000
Final Service	30000
Interval	5000



H-OCP1205



**CARY**

101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

**SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM**

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>KYLE STEPHENSON 67269</b>	TAB NO. <b>1391</b>	INVOICE DATE <b>02/19/20</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>988</b>	COLOR <b>/CIRRUS W/</b>
[REDACTED]	YEAR/MAKE/MODEL <b>20/CADILLAC TRUCK/XT6/PREMIUM LUXURY</b>	DELIVERY DATE <b>02/01/20</b>	DELIVERY MILES <b>10</b>	STOCK NO. <b>20124</b>
RALEIGH, NC [REDACTED]	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	F.O. NO.	F.O. DATE <b>02/19/20</b>	REPRINT# <b>1</b>
REFERENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	MO: [REDACTED]	

**LABOR & PARTS**  
**# 1 18CDZ0** ELECTRICAL TECH(S):3404 WARRANTY  
 CUSTOMER STATES SD CARD READER DOES NOT RESPOND TO SD CARD  
 BEING INSERTED EVEN AFTER FORMATTING SD CARD  
 FOUND CUSTOMER USING SD CARD ADAPTER TO USE SMALLER SD CARD.  
 ADVISED OF SD CARD RECOMMENDED IN OWNERS MANUAL.  
 CUSTOMER WENT AND PURCHASED RECOMMENDED SD CARD. INSTALLED  
 AND TESTED. FOUND VEHICLE WORKING AS DESIGNED  
 JOB # 1 TOTAL LABOR & PARTS 0.00

**# 2 00CDZ0SAFTEY** MULTI POINT INSPECT: TECH(S):3404 0.00  
 PERFORM MULTI POINT INSPECTION  
 COMPLETE MULTI POINT INSPECTION  
 GIVE COPY OF RESULTS TO CUSTOMER  
 JOB # 2 TOTAL LABOR & PARTS 0.00

**ESTIMATE**  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
**COMMENTS**  
 X027EZWP9M:created 2020-02-18 11:26:00am taken by KYLE STEPHENSON  
 RECOMMENDED NOT DONE/ DECLINED SERVICES  
 18CDZ0 ELEC. DIAGNOSE1 TECH: 3404 FOLLOW-UP: 02/22/20  
 COMPLAINT: SD CARD NOT READING  
 CAUSE: ADVISED USE RECOMMENDED SD CARD AND LISTED IN OWNERS MANUAL

**TOTALS**  
 ON BEHALF OF RICK HENDRICK AND OUR ENTIRE STAFF, WE WANT TO  
 THANK YOU FOR CHOOSING HENDRICK BUICK GMC CADILLAC FOR YOUR  
 SERVICE NEEDS.. IT IS OUR GOAL TO PROVIDE YOU WITH QUALITY  
 AND WORRY FREE SERVICE EVERY VISIT !!  
 PLEASE TAKE A FEW MOMENTS, AND RETURN THE CUSTOMER SURVEY  
 YOU MAY RECEIVE FROM GENERAL MOTORS CORPORATION. WE STRIVE  
 FOR YOUR "COMPLETE SATISFACTION" AND WILL SETTLE FOR NOTHING  
 LESS.  
 TO RECEIVE VALUABLE DISCOUNT COUPONS AND SERVICE REMINDERS  
 SEND YOUR E-MAIL ADDRESS TO JAMIE.FLEES@HENDRICKAUTO.COM  
 YOU WILL RECEIVE BACK A STORE CREDIT OF \$10 TO USE ANYTIME  
 HAVE A GREAT DAY AND THANK YOU AGAIN FROM THE SERVICE TEAM  
 OF HENDRICK BUICK GMC CADILLAC.  
 MAKE A SERVICE APPOINTMENT ONLINE AT WWW.HENDRICKPONTIAC.COM

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit.  
 Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

Customer Initials: \_\_\_\_\_ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

CUSTOMER SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*  
 [REDACTED SIGNATURE]

Customer Signature

The Reynolds and Reynolds Company ERM TRNIVE C7740466 Q (03/18)



CARY

101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

SCHEDULE SERVICE 24 HOURS A DAY AT HENDRICKBUICKGMCCADILLACCARY.COM

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR KYLE STEPHENSON 67269	TAB NO. 47	INVOICE DATE 02/27/20	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 988	COLOR /CIRRUS W/
[REDACTED]	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY	DELIVERY DATE 02/01/20	STOCK NO. 20124	DELIVERY MILES 10
RALEIGH, NC [REDACTED]	VEHICLE ID NO. [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	E.T.E. NO.	R.O. NO.	R.C. DATE 02/27/20	[REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: [REDACTED]

**LABOR & PARTS**

J# 1: 186DZ ELECTRICAL TECH(S):3404  
 CUSTOMER STATES SD CARD IS NOT READING AFTER TRYING MULTIPLE SD CARDS. CHECK AND ADVISE FOUND SD CARD READER NOT READING SD CARD. ORDERED SD CARD READER PORT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0	13599465	RECEPACL 9.675		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 00CDZ0SAFTEY MULTI POINT INSPECT TECH(S):3404  
 PERFORM MULTI POINT INSPECTION COMPLETE MULTI POINT INSPECTION GIVE COPY OF RESULTS TO CUSTOMER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit. Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS  
 RECOMMENDED NOT DONE/ DECLINED SERVICES

Customer Initials: \_\_\_\_\_ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

ON BEHALF OF RICK HENDRICK AND OUR ENTIRE STAFF, WE WANT TO THANK YOU FOR CHOOSING HENDRICK BUICK GMC CADILLAC FOR YOUR SERVICE NEEDS... IT IS OUR GOAL TO PROVIDE YOU WITH QUALITY AND WORRY FREE SERVICE EVERY VISIT !!

PLEASE TAKE A FEW MOMENTS, AND RETURN THE CUSTOMER SURVEY YOU MAY RECEIVE FROM GENERAL MOTORS CORPORATION..WE STRIVE FOR YOUR "COMPLETE SATISFACTION" AND WILL SETTLE FOR NOTHING LESS.

TO RECEIVE VALUABLE DISCOUNT COUPONS AND SERVICE REMINDERS SEND YOUR E-MAIL ADDRESS TO JAMIE.FLEES@HENDRICKAUTO.COM YOU WILL RECEIVE BACK A STORE CREDIT OF \$10 TO USE ANYTIME HAVE A GREAT DAY AND THANK YOU AGAIN FROM THE SERVICE TEAM OF HENDRICK BUICK GMC CADILLAC.

MAKE A SERVICE APPOINTMENT ONLINE AT WWW.HENDRICKPONTIAC.COM

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

CUSTOMER SIGNATURE [REDACTED]

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

[REDACTED]

Customer Signature

The Rights and Remedies of the Consumer are not affected by this document. CC740066 O. (08/18)



**GARY**

101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

**SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM**

CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>KYLE STEPHENSON</b>	67269	TAG NO. <b>1714</b>	INVOICE DATE <b>03/18/20</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>1,947</b>	COLOR <b>/CIRRUS W/</b>	STOCK NO. <b>20124</b>
<b>RALEIGH, NC</b>	YEAR / MAKE / MODEL <b>20/CADILLAC TRUCK/XT6/PREMIUM LUXURY</b>			DELIVERY DATE <b>02/01/20</b>	DELIVERY MILES <b>10</b>
[REDACTED]	VEHICLE ID NO. [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE <b>03/18/20</b>	REPRINT# <b>1</b>
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

NO: [REDACTED]

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
<b>J# 1-18CDZ</b> <b>ELECTRICAL</b> <b>TECH(S):3404</b> CUSTOMER STATES SD CARD IS NOT READING AFTER TRYING MULTIPLE SD CARDS. SOP HERE CARD READING RECEPTACLE SHORTED CARD READER RECEPTACLE JAMS WHEN INSET CARD INTO IT, REF Document ID: [REDACTED] AND Document ID: [REDACTED] REMOVED CENTER FLOOR CONSOLE AND REPLACED CARD READER RECEPTACLE. TESTED OPERATION					
PARTS			RECEPTAC 9.675		0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
<b>J# 2 00C0Z0SAFTEY</b> <b>MULTI POINT INSPECT</b> <b>TECH(S):3404</b> PERFORM MULTI POINT INSPECTION COMPLETE MULTI POINT INSPECTION GIVE COPY OF RESULTS TO CUSTOMER					
PARTS					0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
<b>ESTIMATE</b> CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)					
<b>COMMENTS</b> WAIT CC APPT created 2020-03-17 01:21:00pm taken by Kaytie Morey RECOMMENDED NOT DONE/ DECLINED SERVICES					

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit. Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

Customer Initials: \_\_\_\_\_ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

Customer Signature

The Reynolds and Reynolds Company, Equipment: C02740466 Q (08/18)



CARY

101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

SCHEDULE SERVICE 24 HOURS A DAY AT HENDRICKBUICKGMCCADILLACCARY.COM

CELL

CUSTOMER NO.	ADVISOR KYLE STEPHENSON 67269	TAG NO. 1714	INVOICE DATE 03/18/20	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 1,947	COLOR /CIRRUS W/
	YEAR/MAKE/MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY		DELIVERY DATE 02/01/20	STOCK NO. 20124
RALEIGH, NC	VEHICLE ID. NO.		SELLING DEALER NO.	DELIVERY MILES 10
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/18/20	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		REPRINT# 1

MO:

TOTALS-----

ON BEHALF OF RICK HENDRICK AND OUR ENTIRE STAFF, WE WANT TO THANK YOU FOR CHOOSING HENDRICK BUICK GMC CADILLAC FOR YOUR SERVICE NEEDS.. IT IS OUR GOAL TO PROVIDE YOU WITH QUALITY AND WORRY FREE SERVICE EVERY VISIT !!

PLEASE TAKE A FEW MOMENTS, AND RETURN THE CUSTOMER SURVEY YOU MAY RECEIVE FROM GENERAL MOTORS CORPORATION..WE STRIVE FOR YOUR "COMPLETE SATISFACTION" AND WILL SETTLE FOR NOTHING LESS.

TO RECEIVE VALUABLE DISCOUNT COUPONS AND SERVICE REMINDERS SEND YOUR E-MAIL ADDRESS TO JAMIE.FLEES@HENDRICKAUTO.COM YOU WILL RECEIVE BACK A STORE CREDIT OF \$10 TO USE ANYTIME HAVE A GREAT DAY AND THANK YOU AGAIN FROM THE SERVICE TEAM OF HENDRICK BUICK GMC CADILLAC.

MAKE A SERVICE APPOINTMENT ONLINE AT WWW.HENDRICKPONTIAC.COM

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.D.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit.

Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

CUSTOMER SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

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Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

Customer Signature

The Reynolds and Reynolds Company REPRINT#ME CC3-0486 Q (09/18)



**CARY**

101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

**SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM**

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CORY LYLE	TAB NO. 1911	INVOICE DATE 03/23/20	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,095	COLOR /CIRRUS W/
[REDACTED]	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY	DELIVERY DATE 02/01/20	STOCK NO. 20124	DELIVERY MILES 10
RALEIGH, NC [REDACTED]	VEHICLE I.D. NO. [REDACTED]	BELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.Y.E. NO.	P.O. NO.	R.O. DATE 03/23/20	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: [REDACTED]

**LABOR & PARTS**  
 J# 1 18C0Z0 ELEC: DIAGNOSE1 TECH(S):386 INTERNAL  
 CUSTOMER STATES EVEN WITH THE PROPER SD CARD VEHICLE STILL STATES "NO SD". WHEN CUSTOMER REFERRED TO OWNERS MANUAL IT STATES TO NOT USE SD CARD READER UNDERNEATH CENTER CONSOLE BUT BEHIND GLOVE BOX. ADVISE SD CARD READER IS UNDER CENTER CONSOLE- OWNERS MANUAL MISS-PRINT SD READER UNDER CENTER CONSOLE. FOUND AT TIMES "NO SD CARD" SHOWS WHILE DRIVING. AT THIS TIME NO CORRECTION AVAILABLE AS SD READER WORKING AS DESIGNED.  
 JOB # 1 TOTAL LABOR & PARTS 0.00  
 J# 2 00CZOSARTFY MULTI POINT INSPECT TECH(S):386  
 PERFORM MULTI POINT INSPECTION COMPLETE  
 JOB # 2 TOTAL LABOR & PARTS 0.00

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 Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

**ESTIMATE**  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
**TOTALS**  
 ON BEHALF OF RICK HENDRICK AND OUR ENTIRE STAFF, WE WANT TO THANK YOU FOR CHOOSING HENDRICK BUICK GMC CADILLAC FOR YOUR SERVICE NEEDS.. IT IS OUR GOAL TO PROVIDE YOU WITH QUALITY AND WORRY FREE SERVICE EVERY VISIT !!  
 PLEASE TAKE A FEW MOMENTS, AND RETURN THE CUSTOMER SURVEY YOU MAY RECEIVE FROM GENERAL MOTORS CORPORATION. WE STRIVE FOR YOUR "COMPLETE SATISFACTION" AND WILL SETTLE FOR NOTHING LESS.  
 TO RECEIVE VALUABLE DISCOUNT COUPONS AND SERVICE REMINDERS SEND YOUR E-MAIL ADDRESS TO JAMIE.FLEES@HENDRICKAUTO.COM YOU WILL RECEIVE BACK A STORE CREDIT OF \$10 TO USE ANYTIME HAVE A GREAT DAY AND THANK YOU AGAIN FROM THE SERVICE TEAM OF HENDRICK BUICK GMC CADILLAC.  
 MAKE A SERVICE APPOINTMENT ONLINE AT WWW.HENDRICKPONTIAC.COM

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

Customer Initials: \_\_\_\_\_ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.

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CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Customer Signature

The Reynolds and Reynolds Company Encoder/Decoder C0740466 Q (06/18)



GARY

101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM

CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVECR CORY LYLE	3665	TAB NO. 1922	INVOICE DATE 03/24/20	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,154	COLOR /CIRRUS W/	STOCK NO. 20124
RALEIGH, NC [REDACTED]	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY			DELIVERY DATE 02/01/20	DELIVERY MILES 10
[REDACTED]	VEHICLE TO NO. [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE 03/24/20	
[REDACTED]	BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

**LABOR & PARTS**

J# 1 10CDZ0 ELEC. DIAGNOSE TECH(S):3404  
 CUSTOMER STATES WHILE DRIVING ON RADIO SCREEN IT WILL  
 DISPLAY "NO SD CARD" AND THEN GO BACK TO NORMAL RADIO  
 DISPLAY AND THEN STATE AGAIN "NO SD CARD" FOR ANWHILE AND  
 THEN GO BACK TO NORMAL RADIO SCREEN.  
 TESTED SD CARD TO FIND READING IN VEHICLE AT TIMES AND  
 READING IN LAPTOP FOR MANUAL INSPECTION. OPENED TAC CASE #  
 [REDACTED]  
 WILL ADVISE CUSTOMER ONCE RESPONSE RECEIVED WILL NOTIFY  
 CUSTOMER.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 00CDZ0SAFTEY MULTI POINT INSPECT TECH(S):3404  
 PERFORM MULTI POINT INSPECTION  
 COMPLETE

JOB # 2 TOTAL LABOR & PARTS 0.00

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit.

Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

**ESTIMATE**

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

**TOTALS**

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 MAKE A SERVICE APPOINTMENT ONLINE AT WWW.HENDRICKPONTIAC.COM

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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CUSTOMER SIGNATURE \_\_\_\_\_

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

[REDACTED]

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Customer Signature \_\_\_\_\_

The Reynolds and Reynolds Computer ENHANCED CC74D456 Q (08/13)



101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

**SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM**

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CORY LYLE	3665	TAG NO. 1601	INVOICE DATE 04/14/20	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,619	COLOR /CIRRUS W/	STOCK NO. 20124
RALEIGH, NC [REDACTED]	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY			DELIVERY DATE 02/01/20	DELIVERY MILES 10
[REDACTED]	VEHICLE I.D. NO. [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	R.T.E. NO.	R.O. NO.		R.O. DATE 04/06/20	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: [REDACTED]

**LABOR & PARTS**  
 J# 1-18C0Z0 ELEC. DIAGNOSE1 TECH(S):3404  
 CUSTOMER STATES WHILE VEHICLE IS BEING OPERATED RADIO CONTROL SCREEN DISPLAYS "NO SD CARD PRESENT". SEE OPEN TAC CASE # [REDACTED]  
 POOR TERMINAL TENSION AT POWER CONNECTOR TO SD CARD RECEPTACLE, AND FAULTY VIDEO PROCESSING CONTROL MODULE TAC CASE# [REDACTED] SUSPECTED FAULTY GPS SD CARD CAUSING THE MESSAGE, REPLACED GPS SD CARD AND CONCERN STILL PRESENT. PERFORMED TERMINAL TENSION TESTING AT CONNECTOR TO SD CARD RECEPTACLE, THE POWER TERMINAL IS QUESTIONABLE, REPLACED PIG TAIL CONNECTOR. ISSUE WONT HAPPEN AT VEHICLE IDLE ANYMORE, BUT VERY INTERMITTENTLY MESSAGE "SD CARD ERROR" POPS UP WHILE DRIVING, REPLACED VIDEO PROCESSING CONTROL MODULE. SPS# [REDACTED] PROGRAMMING AND ON ROAD CALIBRATION. TESTED OPERATION

WARRANTY

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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	84471303	CARD 9.769		
JOB # 1	1	19367517	CONNECTOR 2.530		
JOB # 1	1	84754345	MODULE 9.600		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

WARRANTY  
WARRANTY  
WARRANTY

J# 2 00CDZ05AFTEY MULTI POINT INSPECT TECH(S):3404  
 PERFORM MULTI POINT INSPECTION COMPLETE

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

WARRANTY  
WARRANTY

G.O.G. & SUPPLIES  
 JOB # 1 FREIGHT (PARTS)  
 TOTAL - GOG

WARRANTY  
WARRANTY

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

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Customer Signature

The Reynolds and Reynolds Company - ESTABLISHED 1967

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.